

Role Title	Engagement and Participation Officer
Job Family	Virtual School
Competency Level	All Colleagues
Pay Range / Scale	SO2
Purpose Under the guidance and supervision of more senior staff: To work with adults, children, young people, parents and carers who experience Childrens services. To develop their active participation in the service to shape service provision and influence policy, training and service improvement. To work closely with staff and partners on matters of participation and engagement On behalf of the Virtual School help to organise and deliver the work of the Participation Team including the involvement of children and young people that experience Childrens services.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area.	Changes to systems, are identified and recommended. Systems meet operational requirements.

Contribute to the development of these systems.	
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
To contribute to development and maintaining the programme of participation events and activities for children and young people of all ages that experience Childrens services.	Service Users will have been engaged individually and as a group to ensure that their voices are heard.
To contribute to enabling young people to share their views and participating in consultations and co-production of council services	Service Users will have been engaged individually and as a group to ensure that their voices are heard and are able to influence and improve council services.
To lead on a specific areas of work in preparing children and young people for independence	Create and lead on a project that prepares children and young people for independence and adulthood.

	Work closely with The Leaving Care Team, Social Workers and other services in rolling out the project. Monitoring and measuring the effectiveness of the work. Provide termly reports to Line Manager on the impact of the work.
To effectively communicate with service users, carers and professionals	Successful delivery of a programme of participation events and activities Established working relationships with key stakeholders
To embed diversity, equity and inclusion across Children's Services, ensuring that every child and young person, especially those who may be harder to reach or at greater risk of exclusion, is seen, heard and supported.	Inclusive delivery of all services
To organise, promote and deliver the participation and engagement opportunities to children and young people	Work with children and young people who wish to become involved or are involved in participation activities. Work at encouraging and valuing young people's contributions To work in partnership with social work staff and managers to ensure that service design and delivery is based on the voices of children & young people including care experienced people.
To support the Virtual School Team in working with children and young people who are not engaging with the service	To hold a limited caseload, carrying out outreach work with children and young people who are not engaging with the service. Capturing the voices of those who are not fully engaging with the education service, this will include home visits and visits to schools.

Nature of Contacts

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Enhanced DBS clearance

Resourcing

Budget Responsibilities:

Nil

Supervisory Responsibilities:

Nil

Knowledge, Skills and Experience

- Would have experience of working with care experience children and young people
- Awareness of relevant legislation and regulatory framework relating to children and young people safeguarding procedures and statutory guidance.
- Knowledge and understanding of the issues faced by young people living in a multi-cultural community.
- Experience of using new technology for recording and collating/providing data.
- Good interpersonal skills
- Ability to develop and maintain professional relationships with young people, parents, carers and other professionals.
- Ability to present complex information, clearly and concisely
- Ability to contribute to professional discussion, provide advice and challenge constructively.
- Excellent knowledge and application of IT systems and software packages.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.